

## The Loft, Noosa Sound – Booking Agreement Terms and Conditions

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### **1. DEFINITIONS**

“Booking” means the period for which you have paid to stay at the Property.

“Property” means The Loft, 13 Dolphin Cres., Noosa Sound & all its fixtures, fittings & equipment.

“Management” means the owners/managers of the Property.

“Guests” means the persons who stay overnight in the Property during the Booking.

“Visitor” means a person a Guest permits to visit the Property during the Booking.

### **2. ACCEPTANCE & RESPONSIBILITY**

- Provision of credit card details as security constitutes acceptance of these Terms and Conditions.

### **3. CHECK IN /OUT**

- Check in time is from 2pm on the arrival date, and check out time on the departure date is 11am, unless agreed otherwise.
- Late departure is not usually available, though we are happy to store your bags for the day.
- You must notify Management of expected arrival time and provide a mobile contact number at least 3 days before arrival.

4. If Management is not on site during your arrival, you will be notified of the touchscreen key code to enable you to check yourself in.

### **5. PAYMENT**

- Your booking is confirmed once Management is in receipt of your credit card details (MC or Visa only). These details are kept as security for your booking and bond.
- Payment for the 50% deposit is by direct deposit/paypal . The balance can be paid by cash or the same method as for deposit – at least 72 hrs prior to your arrival. We do not accept payment of rent by credit card.

### **6. CANCELLATION OR VARIATION**

- If you wish to cancel or vary your Booking, please contact us immediately on 0414 990 708.
- One night’s accommodation charge will be charged to you if you cancel the booking within 8 weeks and up to 4 weeks of arrival. If you cancel within 4 weeks of arrival, you will be charged for the entire stay, unless we are able to rebook the Property for the same dates.
- A variation of the booking which reduces the number of nights stay will be treated as a cancellation of the Booking in respect of those nights.
- An administration charge of \$50 may be charged for any variation or cancellation.
- If Management is able to relet the Property for the period cancelled a further refund may be made less admin charges, commissions and expenses.

### **7. DAMAGE OR BREAKAGES**

- Any damage, loss or expense incurred by Management as a result of your breach of these Terms and Conditions will be charged to you. Examples include but are not limited to any breakage, damage or excess cleaning requirements, extra Guests or Visitors beyond those declared.

## **8. UNAVAILABILITY**

- If the property becomes unavailable for your occupancy due to unforeseen circumstances (eg. fire, storm, damage, etc.) then Management will inform you immediately and endeavour to obtain alternative accommodation for your occupancy; failing which any moneys paid will be refunded in full.

## **9. PARTIES & FUNCTIONS**

- Parties and Functions are strictly prohibited.

## **10. LINEN & TOWELS**

- We supply linen, pillows, blankets and towels which must be left where supplied in the bedroom or bathroom on departure. Beach towels may be hired through Management for \$5 pp per stay.

**11. LAUNDRY SERVICE:** There is a 5kg Miele front loader washing machine for guests to use.

## **12. PETS**

- Pets are not allowed at the Property.

## **13. MAXIMUM OCCUPANCY**

Two (2) persons is the agreed occupancy for the Property. Three (3) people may be accommodated with the use of the sofa bed, but only with prior agreement by Management. There is a \$25 per day charge for the 3<sup>rd</sup> person.

## **14. MINIMUM STAY**

- The Property has a minimum stay of two (2) nights, unless by arrangement as a last minute booking.

## **15. LOFT QS BED**

- The Loft mezzanine bed is about 2m off the ground. Please ensure, before you confirm your booking, that you are comfortable with accessing the bed via the ladder, as shown in the photos. The bed is not suitable for frail adults, those with disabilities, children under the age of 10 or those afraid of heights. We also advise this bed may not be suitable for elderly people.
- In the event that you are uncomfortable with using the ladder, there is a double sofa bed in the living area and we will either make up this bed for you on your request or there are sheets in the wardrobe for you to make it up yourself. NB: Maximum total weight on sofa bed of 90 kg.
- Please climb and descend the ladder carefully, and always climb down backwards, as you would on a boat.

## **16. KAYAK USE**

- A double or 2 single kayaks and paddles are available for your use during your stay. Please ensure that these are returned to the Property and placed back as you found them. If you are unable to swim, ask us for life jackets or do not use the kayaks.
- Do not consume alcohol before or during your use of the kayaks and take all necessary precautions to keep yourself safe.
- Please ask us for recommendations on different routes around the river.
- Do not use the kayaks in strong wind or storm conditions.
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## **17. PRIVATE JETTY USE**

- The private jetty is available for your use during your stay. It is a very peaceful place to sit and enjoy the river views. Please take care when using the jetty and do not dive from the jetty as the water is quite shallow, especially at low tide.

## **18. SWIMMING POOL**

- During your stay you have use of the 18m pool between 8am and 6pm. Please observe safe pool and swimming behaviour when in the pool area. ie. No running, jumping, diving in the shallow end etc. Do not take glassware into the pool area for safety reasons. Plastic cups and plates are provided for this use.

## **19. PARKING**

- Dolphin Crescent is a very quiet street and there is plenty of on street parking available. We also provide onsite parking for a small car. This is the green pad to the left of the driveway. Do not block the driveway. If your car exceeds the area of the green parking area, it will need to be parked on the street.

## **20. YOUR OTHER RESPONSIBILITIES**

- You must comply with all applicable House Rules concerning occupancy, health, safety and quiet enjoyment of the Property and our neighbours. These rules are in the Guest Information book in the Property.
- You are responsible for damage, breakages, theft and loss of the Property and any part of it during your stay. You must notify us of this immediately.
- Only the guests nominated and agreed in the Booking may stay in the Property overnight. If any other guests stay extra charges may apply or the agreement may be terminated without refund.
- Disturbance to our neighbours, including excessive noise, is prohibited and may result in termination or eviction without refund and extra charges may be made for security and other expenses.
- Before departure, all food must be removed from fridges, all rubbish put in bins and crockery and cutlery washed and put away. The Property must be left in a clean and tidy condition. If it is not, an extra cleaning charge may be applied and charged to your credit card.
- The property should be vacated at the agreed time and secured. All doors should be locked and the key left on the table.
- You are responsible for the safekeeping and replacement of the accommodation key.
- Smoking is not permitted inside The Loft. Please smoke outside.
- The air-conditioner must not be set lower than 23 degrees C.

## **12. PROBLEMS OR COMPLAINTS**

- In the case of any problem or complaint, you must inform Management at the earliest opportunity so Management has the chance to rectify the situation quickly and efficiently as possible. You must allow repair/service access to the property during reasonable hours.
- Any complaint, which cannot be resolved locally, must be notified in writing to Management prior to departure from the Property.

- Failure to follow this procedure this may hinder the ability of Management to rectify the problem or complaint and reduce or extinguish any claim you have.

We recommend all guests purchase travel insurance since Management are not responsible for any injuries, illness or accidents that may occur whilst staying on our property.